

## **Volunteer Feedback Coordinator**

Are you passionate about making a positive impact in the community? Do you have excellent communication and organisation skills? If so, we have an exciting volunteer opportunity for you as a Volunteer Feedback Coordinator! As the Feedback Coordinator, you will play a crucial role in assessing the impact of the funding provided to various organisations and projects, helping us to further our mission that every Child and Young Person in the Borough of Barnet has access to activities, opportunities and support services which meet their needs.

### **Key Duties and Responsibilities:**

- Contacting organisations that have received funding through one of our three grants programmes, approximately 6 months after the completion of their projects
- Scheduling in dates and times for interviews
- Conducting structured interviews (via telephone or online call) with representatives from these organisations, asking predetermined questions to understand the impact of the funding they received
- Documenting and summarising the feedback obtained from each organisation in a clear and concise manner (likely to be typed into a Word or Excel document)
- Collating the data and preparing comprehensive reports on the overall impact of the funding provided
- Identifying organisations with particularly compelling success stories and flagging them for potential case study development

- Collaborating with the communications team to develop case studies that showcase the success stories of selected organisations
- Assisting in tracking and maintaining records of the feedback and case study outcomes for future reference

### **Desirable Skills:**

- Excellent communication skills, both written and verbal, to engage effectively with organisations and relay information clearly and concisely
- Strong organisational and time-management abilities to ensure efficient coordination of feedback interviews and data collation
- Empathetic and active listening skills to encourage open and honest feedback from organisations
- Data-driven mindset to analyse and interpret the feedback data accurately
- Proficiency in basic data management tools such as spreadsheets
- Strong attention to detail to accurately document feedback and case study information
- Ability to work independently and take initiative in seeking feedback from organisations
- Previous experience in conducting interviews, data collection, or project evaluation is a plus but not mandatory
- Passion for the mission and values of our organisation, and a genuine interest in community development and social impact

### **Benefits:**

- Joining a small dedicated and passionate team that strives to make a positive difference in the community
- Gaining valuable experience in project evaluation, data analysis, and communication skills
- Building meaningful connections and networking opportunities with organisations and stakeholders

### **Time Commitment:**

This is a voluntary position with flexible hours.

The estimated time commitment is approximately 5 hours per week during working hours between Monday – Friday (depending on the number of organisations to be contacted and the feedback collection process). This can be flexible to suit your needs.

**How to Apply:**

To apply for this role, please send your CV and a brief cover letter outlining your interest in the position and your relevant skills to

[jessicah@youngbarnetfoundation.org.uk](mailto:jessicah@youngbarnetfoundation.org.uk)

We look forward to receiving your application and welcoming you to our team!